Enterprise Incident Report July 2012

As of 8/1/2012

Corrections

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.
Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			High	Low	Medium	FCR Total
Corrections	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 4	0 0	4 4
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 4	1 0	7 4
	Application Support - USIIS	JC Alexander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 2	0 0	2 2
		James Stearns	0 0	2 2	0 0	2 2

Corrections

Corrections			High	Low	Medium	FCR Total
Corrections	Help Desk	Julie VanBeekum	0 0	4 4	0 0	4 4
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 8	0 0	10 8
	Metro B Help Desk	Val Shepherd	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Metro C Desktop Support	Benjamin Moore	0 0	14 0	0 0	14 0
		Chad D Fowers	0 0	13 1	0 0	13 1
		Ed Radke	0 0	3 0	0 0	3 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Ken Knobel	1 0	2 0	0 0	3 0
		Rayma Stohel	0 0	1 0	0 0	1 0
		Tammy Black	0 0	23 9	0 0	23 9
		Troy Buchanan	0 0	24 11	0 0	24 11

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Corrections

			High	Low	Medium	FCR Total
Corrections	Metro C Desktop Support	**Assigned to Individual Total**	1 0	81 21	0 0	82 21
	Metro C Help Desk	Chris Olson	0 0	2 2	0 0	2 2
		Cliff Jensen	0 0	101 100	0 0	101 100
		Reed Stohel	0 0	152 146	0 0	152 146
		Ross Owen	0 0	76 75	1 1	77 76
		Assigned to Individual Total	0 0	331 323	1 1	332 324
	Metro C Hosting	Dana McDonald	0 0	1 0	0 0	1 0
		Jonathan Foster	0 0	1 0	0 0	1 0
		Robert England	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Tim King	1 0	0 0	0 0	1 0

Corrections

			High	Low	Medium	FCR Total
Corrections	Network Operations	**Assigned to Individual Total**	2 0	0 0	0 0	2 0
	Operations Production Control	Christie Burnham	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Rural Central Desktop Support	Paul Petersen	0 0	10 4	0 0	10 4
		Ron LeBaron	0 0	3 2	0 0	3 2
		Assigned to Individual Total	0 0	13 6	0 0	13 6
	Rural North Desktop Support	Kim Ratushniak	0 0	22 21	0 0	22 21
		Ruston McKay	0 0	10 10	0 0	10 10
		Ryan Casey	0 0	3 0	0 0	3 0
		Wayne Higgs	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	38 31	0 0	38 31
	Rural South Desktop Support	Cheri Oldham	0 0	2 0	0 0	2 0
		Cole Gifford	0 0	24 22	0 0	24 22
		Doug Chaston	0 0	1 0	0 0	1 0

Corrections

Corrections			High	Low	Medium	FCR Total
Corrections	Rural South Desktop Support	Julie Christensen	0	7	0	7
			0	7	0	7
		Lance Nay	0	10	0	10
			0	9	0	9
		Lane Adams	0	2	0	2
			0	0	0	0
		Assigned to Individual Total	0	46	0	46
			0	38	0	38
	Voice Operations	Gail Christiansen	0	1	0	1
			0	0	0	0
		Kelly Johnson	0	2	0	2
			0	0	0	0
		Romanza Hamblin Sorensen	0	6	0	6
			0	4	0	4
		Assigned to Individual Total	0	9	0	9
			0	4	0	4
	Voice/Data/WAN Services	Art Scott	1	0	0	1
			0	0	0	0
		Assigned to Individual Total	1	0	0	1
			0	0	0	0
	Assigned Group Total		4	544	2	550
			0	438	1	439
Customer Company Total			4	544	2	550
			0	438	1	439

Corrections

Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock minutes.
Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Inital Response			
			High	Low	Medium	MIR Total
Corrections	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Application Support - USIIS	JC Alexander	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Help Desk	Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	14 1	0 0	14 1
		Chad D Fowers	0 0	13 6	0 0	13 6
		Ed Radke	0 0	3 0	0 0	3 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Ken Knobel	1 0	2 0	0 0	3 0
		Rayma Stohel	0 0	1 0	0 0	1 0
		Tammy Black	0 0	23 2	0 0	23 2
		Troy Buchanan	0 0	24 0	0 0	24 0

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Corrections

			High	Low	Medium	MIR Total
Corrections	Metro C Desktop Support	**Assigned to Individual Total**	1 0	81 9	0 0	82 9
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Cliff Jensen	0 0	101 1	0 0	101 1
		Reed Stohel	0 0	152 0	0 0	152 0
		Ross Owen	0 0	76 1	1 0	77 1
		Assigned to Individual Total	0 0	331 2	1 0	332 2
	Metro C Hosting	Dana McDonald	0 0	1 0	0 0	1 0
		Jonathan Foster	0 0	1 0	0 0	1 0
		Robert England	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	5 1	0 0	5 1
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Tim King	1 0	0 0	0 0	1 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Network Operations	Assigned to Individual Total	2 0	0 0	0 0	2 0
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	0 0	10 0	0 0	10 0
		Ron LeBaron	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Rural North Desktop Support	Kim Ratushniak	0 0	22 0	0 0	22 0
		Ruston McKay	0 0	10 0	0 0	10 0
		Ryan Casey	0 0	3 0	0 0	3 0
		Wayne Higgs	0 0	3 1	0 0	3 1
		Assigned to Individual Total	0 0	38 1	0 0	38 1
	Rural South Desktop Support	Cheri Oldham	0 0	2 0	0 0	2 0
		Cole Gifford	0 0	24 2	0 0	24 2
		Doug Chaston	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	MIR Total
Corrections	Rural South Desktop Support	Julie Christensen	0 0	7 0	0 0	7 0
		Lance Nay	0 0	10 0	0 0	10 0
		Lane Adams	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	46 2	0 0	46 2
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Voice/Data/WAN Services	Art Scott	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Assigned Group Total		4 0	544 15	2 0	550 15
Customer Company Total			4 0	544 15	2 0	550 15

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Corrections

Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.
Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			High	Low	Medium	ATTIR Total
Corrections	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.00	1 0.00
		Dustin Crump	0 0.00	1 0.54	0 0.00	1 0.54
		Martin Gonzalez	0 0.00	4 0.26	0 0.00	4 0.26
		Tony Larsen	0 0.00	1 0.06	0 0.00	1 0.06
		Assigned to Individual Total	0 0.00	6 0.27	1 0.00	7 0.23
	Application Support - USIIS	JC Alexander	0 0.00	1 0.85	0 0.00	1 0.85
		Assigned to Individual Total	0 0.00	1 0.85	0 0.00	1 0.85
	Capitol Hosting	Mike Tyrrell	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.14	0 0.00	2 0.14

Corrections

Corrections			High	Low	Medium	ATTIR Total
Corrections	Help Desk	Julie VanBeekum	0 0.00	4 0.00	0 0.00	4 0.00
		Sarah Johnson	0 0.00	1 0.04	0 0.00	1 0.04
		Vicky Marrelli	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	10 0.03	0 0.00	10 0.03
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	0 0.00	14 0.13	0 0.00	14 0.13
		Chad D Fowers	0 0.00	13 1.59	0 0.00	13 1.59
		Ed Radke	0 0.00	3 0.04	0 0.00	3 0.04
		Jeff Curtis	0 0.00	1 0.26	0 0.00	1 0.26
		Ken Knobel	1 0.03	2 0.13	0 0.00	3 0.09
		Rayma Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Tammy Black	0 0.00	23 0.23	0 0.00	23 0.23
		Troy Buchanan	0 0.00	24 0.01	0 0.00	24 0.01

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Corrections

			High	Low	Medium	ATTIR Total
Corrections	Metro C Desktop Support	**Assigned to Individual Total**	1 0.03	81 0.35	0 0.00	82 0.35
	Metro C Help Desk	Chris Olson	0 0.00	2 0.00	0 0.00	2 0.00
		Cliff Jensen	0 0.00	101 0.01	0 0.00	101 0.01
		Reed Stohel	0 0.00	152 0.00	0 0.00	152 0.00
		Ross Owen	0 0.00	76 0.03	1 0.12	77 0.03
		Assigned to Individual Total	0 0.00	331 0.01	1 0.12	332 0.01
	Metro C Hosting	Dana McDonald	0 0.00	1 0.16	0 0.00	1 0.16
		Jonathan Foster	0 0.00	1 0.17	0 0.00	1 0.17
		Robert England	0 0.00	3 0.67	0 0.00	3 0.67
		Assigned to Individual Total	0 0.00	5 0.47	0 0.00	5 0.47
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brant Davis	1 0.13	0 0.00	0 0.00	1 0.13
		Tim King	1 0.70	0 0.00	0 0.00	1 0.70

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Corrections

			High	Low	Medium	ATTIR Total
Corrections	Network Operations	**Assigned to Individual Total**	2 0.42	0 0.00	0 0.00	2 0.42
	Operations Production Control	Christie Burnham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	10 0.00	0 0.00	10 0.00
		Ron LeBaron	0 0.00	3 0.00	0 0.00	3 0.00
		Assigned to Individual Total	0 0.00	13 0.00	0 0.00	13 0.00
	Rural North Desktop Support	Kim Ratushniak	0 0.00	22 0.02	0 0.00	22 0.02
		Ruston McKay	0 0.00	10 0.10	0 0.00	10 0.10
		Ryan Casey	0 0.00	3 0.14	0 0.00	3 0.14
		Wayne Higgs	0 0.00	3 1.50	0 0.00	3 1.50
		Assigned to Individual Total	0 0.00	38 0.17	0 0.00	38 0.17
	Rural South Desktop Support	Cheri Oldham	0 0.00	2 0.15	0 0.00	2 0.15
		Cole Gifford	0 0.00	24 0.30	0 0.00	24 0.30
		Doug Chaston	0 0.00	1 0.15	0 0.00	1 0.15

Corrections

			High	Low	Medium	ATTIR Total
Corrections	Rural South Desktop Support	Julie Christensen	0 0.00	7 0.00	0 0.00	7 0.00
		Lance Nay	0 0.00	10 0.02	0 0.00	10 0.02
		Lane Adams	0 0.00	2 0.56	0 0.00	2 0.56
		Assigned to Individual Total	0 0.00	46 0.20	0 0.00	46 0.20
	Voice Operations	Gail Christiansen	0 0.00	1 0.64	0 0.00	1 0.64
		Kelly Johnson	0 0.00	2 0.35	0 0.00	2 0.35
		Romanza Hamblin Sorensen	0 0.00	6 0.38	0 0.00	6 0.38
		Assigned to Individual Total	0 0.00	9 0.40	0 0.00	9 0.40
	Voice/Data/WAN Services	Art Scott	1 0.32	0 0.00	0 0.00	1 0.32
		Assigned to Individual Total	1 0.32	0 0.00	0 0.00	1 0.32
	Assigned Group Total		4 0.30	544 0.10	2 0.06	550 0.11
Customer Company Total			4 0.30	544 0.10	2 0.06	550 0.11

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Corrections

Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			High	Low	Medium	MR Total
Corrections	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Dustin Crump	0 0	1 0	0 0	1 0
		Martin Gonzalez	0 0	4 0	0 0	4 0
		Tony Larsen	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	6 0	1 0	7 0
	Application Support - USIIS	JC Alexander	0 0	1 1	0 0	1 1
		Assigned to Individual Total	0 0	1 1	0 0	1 1
	Capitol Hosting	Mike Tyrrell	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Help Desk	Brenda Treadway	0 0	2 0	0 0	2 0
		James Stearns	0 0	2 0	0 0	2 0

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Corrections

			High	Low	Medium	MR Total
Corrections	Help Desk	Julie VanBeekum	0 0	4 0	0 0	4 0
		Sarah Johnson	0 0	1 0	0 0	1 0
		Vicky Marrelli	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	10 0	0 0	10 0
	Metro B Help Desk	Val Shepherd	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Metro C Desktop Support	Benjamin Moore	0 0	14 0	0 0	14 0
		Chad D Fowers	0 0	13 2	0 0	13 2
		Ed Radke	0 0	3 0	0 0	3 0
		Jeff Curtis	0 0	1 0	0 0	1 0
		Ken Knobel	1 0	2 0	0 0	3 0
		Rayma Stohel	0 0	1 0	0 0	1 0
		Tammy Black	0 0	23 1	0 0	23 1
		Troy Buchanan	0 0	24 1	0 0	24 1

Corrections

Corrections			High	Low	Medium	MR Total
Corrections	Metro C Desktop Support	Assigned to Individual Total	1 0	81 4	0 0	82 4
	Metro C Help Desk	Chris Olson	0 0	2 0	0 0	2 0
		Cliff Jensen	0 0	101 0	0 0	101 0
		Reed Stohel	0 0	152 0	0 0	152 0
		Ross Owen	0 0	76 0	1 0	77 0
		Assigned to Individual Total	0 0	331 0	1 0	332 0
	Metro C Hosting	Dana McDonald	0 0	1 0	0 0	1 0
		Jonathan Foster	0 0	1 0	0 0	1 0
		Robert England	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	5 0	0 0	5 0
	Metro D Help Desk	Doug Brown	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Network Operations	Brant Davis	1 0	0 0	0 0	1 0
		Tim King	1 0	0 0	0 0	1 0

Corrections

			High	Low	Medium	MR Total
Corrections	Network Operations	Assigned to Individual Total	2 0	0 0	0 0	2 0
	Operations Production Control	Christie Burnham	0 0	1 0	0 0	1 0
		Assigned to Individual Total	0 0	1 0	0 0	1 0
	Rural Central Desktop Support	Paul Petersen	0 0	10 0	0 0	10 0
		Ron LeBaron	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	13 0	0 0	13 0
	Rural North Desktop Support	Kim Ratushniak	0 0	22 0	0 0	22 0
		Ruston McKay	0 0	10 0	0 0	10 0
		Ryan Casey	0 0	3 0	0 0	3 0
		Wayne Higgs	0 0	3 0	0 0	3 0
		Assigned to Individual Total	0 0	38 0	0 0	38 0
	Rural South Desktop Support	Cheri Oldham	0 0	2 0	0 0	2 0
		Cole Gifford	0 0	24 1	0 0	24 1
		Doug Chaston	0 0	1 0	0 0	1 0

Corrections

			High	Low	Medium	MR Total
Corrections	Rural South Desktop Support	Julie Christensen	0 0	7 0	0 0	7 0
		Lance Nay	0 0	10 0	0 0	10 0
		Lane Adams	0 0	2 0	0 0	2 0
		Assigned to Individual Total	0 0	46 1	0 0	46 1
	Voice Operations	Gail Christiansen	0 0	1 0	0 0	1 0
		Kelly Johnson	0 0	2 0	0 0	2 0
		Romanza Hamblin Sorensen	0 0	6 0	0 0	6 0
		Assigned to Individual Total	0 0	9 0	0 0	9 0
	Voice/Data/WAN Services	Art Scott	1 0	0 0	0 0	1 0
		Assigned to Individual Total	1 0	0 0	0 0	1 0
	Assigned Group Total		4 0	544 6	2 0	550 6
Customer Company Total			4 0	544 6	2 0	550 6

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Corrections

Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .
Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and
Critical within 2 clock hours.
Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	**Top Number - Total Incidents** **Bottom Number - Average time in hours**			
			High	Low	Medium	ATTR Total
Corrections	Application Services	Danielle Hood	0 0.00	0 0.00	1 2.51	1 2.51
		Dustin Crump	0 0.00	1 0.77	0 0.00	1 0.77
		Martin Gonzalez	0 0.00	4 0.92	0 0.00	4 0.92
		Tony Larsen	0 0.00	1 0.21	0 0.00	1 0.21
		Assigned to Individual Total	0 0.00	6 0.78	1 2.51	7 1.02
	Application Support - USIIS	JC Alexander	0 0.00	1 13.15	0 0.00	1 13.15
		Assigned to Individual Total	0 0.00	1 13.15	0 0.00	1 13.15
	Capitol Hosting	Mike Tyrrell	0 0.00	1 5.78	0 0.00	1 5.78
		Assigned to Individual Total	0 0.00	1 5.78	0 0.00	1 5.78
	Help Desk	Brenda Treadway	0 0.00	2 0.00	0 0.00	2 0.00
		James Stearns	0 0.00	2 0.14	0 0.00	2 0.14

Corrections

			High	Low	Medium	ATTR Total
Corrections	Help Desk	Julie VanBeekum	0 0.00	4 0.00	0 0.00	4 0.00
		Sarah Johnson	0 0.00	1 0.05	0 0.00	1 0.05
		Vicky Marrelli	0 0.00	1 1.70	0 0.00	1 1.70
		Assigned to Individual Total	0 0.00	10 0.23	0 0.00	10 0.23
	Metro B Help Desk	Val Shepherd	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Metro C Desktop Support	Benjamin Moore	0 0.00	14 1.22	0 0.00	14 1.22
		Chad D Fowers	0 0.00	13 3.75	0 0.00	13 3.75
		Ed Radke	0 0.00	3 3.73	0 0.00	3 3.73
		Jeff Curtis	0 0.00	1 1.38	0 0.00	1 1.38
		Ken Knobel	1 0.03	2 0.38	0 0.00	3 0.26
		Rayma Stohel	0 0.00	1 0.00	0 0.00	1 0.00
		Tammy Black	0 0.00	23 1.28	0 0.00	23 1.28
		Troy Buchanan	0 0.00	24 0.54	0 0.00	24 0.54

Corrections

Corrections			High	Low	Medium	ATTR Total
Corrections	Metro C Desktop Support	**Assigned to Individual Total**	1 0.03	81 1.50	0 0.00	82 1.48
	Metro C Help Desk	Chris Olson	0 0.00	2 0.00	0 0.00	2 0.00
		Cliff Jensen	0 0.00	101 0.01	0 0.00	101 0.01
		Reed Stohel	0 0.00	152 0.01	0 0.00	152 0.01
		Ross Owen	0 0.00	76 0.07	1 0.67	77 0.07
		Assigned to Individual Total	0 0.00	331 0.02	1 0.67	332 0.03
	Metro C Hosting	Dana McDonald	0 0.00	1 0.16	0 0.00	1 0.16
		Jonathan Foster	0 0.00	1 0.17	0 0.00	1 0.17
		Robert England	0 0.00	3 0.67	0 0.00	3 0.67
		Assigned to Individual Total	0 0.00	5 0.47	0 0.00	5 0.47
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Network Operations	Brant Davis	1 0.37	0 0.00	0 0.00	1 0.37
		Tim King	1 1.24	0 0.00	0 0.00	1 1.24

Corrections

			High	Low	Medium	ATTR Total
Corrections	Network Operations	**Assigned to Individual Total**	2 0.81	0 0.00	0 0.00	2 0.81
	Operations Production Control	Christie Burnham	0 0.00	1 0.00	0 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	0 0.00	1 0.00
	Rural Central Desktop Support	Paul Petersen	0 0.00	10 3.20	0 0.00	10 3.20
		Ron LeBaron	0 0.00	3 1.92	0 0.00	3 1.92
		Assigned to Individual Total	0 0.00	13 2.88	0 0.00	13 2.88
	Rural North Desktop Support	Kim Ratushniak	0 0.00	22 0.04	0 0.00	22 0.04
		Ruston McKay	0 0.00	10 0.13	0 0.00	10 0.13
		Ryan Casey	0 0.00	3 0.14	0 0.00	3 0.14
		Wayne Higgs	0 0.00	3 1.84	0 0.00	3 1.84
		Assigned to Individual Total	0 0.00	38 0.22	0 0.00	38 0.22
	Rural South Desktop Support	Cheri Oldham	0 0.00	2 0.31	0 0.00	2 0.31
		Cole Gifford	0 0.00	24 0.65	0 0.00	24 0.65
		Doug Chaston	0 0.00	1 0.16	0 0.00	1 0.16

Corrections

			High	Low	Medium	ATTR Total
Corrections	Rural South Desktop Support	Julie Christensen	0 0.00	7 0.00	0 0.00	7 0.00
		Lance Nay	0 0.00	10 0.02	0 0.00	10 0.02
		Lane Adams	0 0.00	2 2.58	0 0.00	2 2.58
		Assigned to Individual Total	0 0.00	46 0.47	0 0.00	46 0.47
	Voice Operations	Gail Christiansen	0 0.00	1 1.60	0 0.00	1 1.60
		Kelly Johnson	0 0.00	2 0.38	0 0.00	2 0.38
		Romanza Hamblin Sorensen	0 0.00	6 0.81	0 0.00	6 0.81
		Assigned to Individual Total	0 0.00	9 0.80	0 0.00	9 0.80
	Voice/Data/WAN Services	Art Scott	1 0.32	0 0.00	0 0.00	1 0.32
		Assigned to Individual Total	1 0.32	0 0.00	0 0.00	1 0.32
	Assigned Group Total		4 0.49	544 0.43	2 1.59	550 0.43
Customer Company Total			4 0.49	544 0.43	2 1.59	550 0.43

Corrections

Detail

INC000000492237	Pauline Sturdy	Application	Error	Utah Statewide Immunization In	TIR Missed:	No	0.85
Application Support - USIIS	JC Alexander	Corrections	Low	Closed	TTR Missed:	Yes	13.15
INC000000520081	Michelle Buswell	Application	Error	Gmail	TIR Missed:	No	0.00
Application Services	Martin Gonzalez	Corrections	Low	Resolved	TTR Missed:	No	1.23
INC000000520085	Michelle Buswell	Application	None	Gmail	TIR Missed:	No	0.00
Application Services	Martin Gonzalez	Corrections	Low	Resolved	TTR Missed:	No	1.24
INC000000528187	Ken Shelton	None	None	Utah Department of Corrections	TIR Missed:	No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	
INC000000540049	Cory Braithwaite	PC/Laptop	None	None	TIR Missed:	No	0.75
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	0.75
INC000000540782	Gina Proctor	Application	Error	None	TIR Missed:	No	0.26
Metro C Hosting	Robert England	Corrections	Low	Closed	TTR Missed:	No	0.26
INC000000541837	Wade Bullock	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed:	No	0.97
INC000000541855	Neil Halladay	PC/Laptop	None	None	TIR Missed:	No	0.00
Metro C Desktop Support	Rayma Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000541867	Dolores Lamb	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000541895	Robert Jensen	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000541906	Glenn Ercanbrack	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000541927	Edward Simmons	Telecom	Voice Mail	Telephone	TIR Missed:	No	0.04
Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Closed	TTR Missed:	No	0.77
INC000000541944	Robert Herman	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000541960	Chad Oberhansly	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000541967	Lynette Ingledew	Application	Error	Internet Explorer	TIR Missed:	No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000542008	Randi Juergens	None	None	Sex Offender Notification and R	TIR Missed:	No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000542024	Kyle Johanson	Application	Error	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542063	Don Taylor	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542075	Kerry Lewis	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542080	Mark Mook	PC/Laptop	Performance	None	TIR Missed: Yes	7.15
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	11.10
INC000000542105	Chet Bateman	Telecom	Voice Mail	Telephone	TIR Missed: No	0.53
Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Closed	TTR Missed: No	0.64
INC000000542256	Mayna Myers	None	None	Microsoft Excel	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542292	Neil Halladay	Print/Copy/Scan/Fax	None	None	TIR Missed: Yes	4.32
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: Yes	8.18
INC000000542293	Michael Locke	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542305	Harvey VanKatwyk	Application	Error	Internet Explorer	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542307	Harvey VanKatwyk	Application	Reporting	None	TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542405	Denise Fullerton	None	None	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542440	Doug Cook	Print/Copy/Scan/Fax	Incident	None	TIR Missed: Yes	1.70
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	5.56
INC000000542580	Brandon Hughes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542598	Neil Halladay	None	None	None	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542616	Tara Clanton	None	None	None	TIR Missed: No	0.00
Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	3.94
INC000000542618	Edye Mayer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542634	Wade Allinson	Network	Incident	None	TIR Missed: No	0.71
Rural South Desktop Support	Lane Adams	Corrections	Low	Closed	TTR Missed: No	0.96

Corrections

INC000000542640	Ross A Williams	Print/Copy/Scan/Fax	Error Code	None	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542652	Jeff Wilson	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542657	Kathy Cowley	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542672	Kathy Cowley	PC/Laptop	Performance	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542677	Larry Chatterton	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542680	Debra James	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542681	Linda Sorensen	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542682	Claudette Winegar	None	None	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542686	Reid Bean	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542689	Denise Guerrero	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542692	Denise Fowkes	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542693	David Lowry	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542710	Janet Guymon	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542736	Gary Peterson	Application	Error	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542747	Mark Mook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542763	Janeen Torres	Application	Error	Novell GroupWise	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000542775	Tara Clanton	PC/Laptop	Error	None	TIR Missed: Yes	2.14
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	2.28

Corrections

Incident	Name	Category	Type	Item			TIR/TTR Missed		Hours
INC000000542788	Henry Milian	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542795	Linda Goudreau	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542807	Kristi L Brown	Application	Password	Microsoft Windows XP Professio			TIR Missed:	Yes	1.90
	Metro C Desktop Support	Chad D Fowers	Corrections		Low	Closed	TTR Missed:	No	5.17
INC000000542814	Debra Nelson	Network	None	None			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542846	Philip Miner	Network	None	None			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542885	Mike LaPray	PC/Laptop	Performance	None			TIR Missed:	Yes	1.07
	Metro C Desktop Support	Chad D Fowers	Corrections		Low	Closed	TTR Missed:	No	5.46
INC000000542886	Casey Nelson	Network	None	None			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542903	Mark L McDonald	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542909	David Pulsipher	Application	Error	Microsoft Windows XP Professio			TIR Missed:	No	0.80
	Metro C Desktop Support	Chad D Fowers	Corrections		Low	Closed	TTR Missed:	No	0.97
INC000000542953	Clayton Ricord	Application	Error	Offender Tracking			TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542954	Peggy Monson	None	None	Microsoft Word			TIR Missed:	No	0.26
	Metro C Desktop Support	Chad D Fowers	Corrections		Low	Closed	TTR Missed:	No	2.32
INC000000542985	Alwynn Bleazard	Network	Password	Novell Client for 32-bit Windows			TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000542989	Tom House	Telecom	Voice Mail	Telephone			TIR Missed:	No	0.24
	Voice Operations	Romanza Hamblin Sorensen	Corrections		Low	Closed	TTR Missed:	No	0.28
INC000000543026	Barton Cutler	None	None	MicrosoftWindows Operating Sy			TIR Missed:	Yes	4.33
	Rural North Desktop Support	Wayne Higgs	Corrections		Low	Closed	TTR Missed:	No	4.33
INC000000543182	Britni Perry	Network	Incident	None			TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000543268	Jason Hansen	Application	Error	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed:	No	0.00
INC000000543274	Dorothy Spendlove	Application	Error	None			TIR Missed:	No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections		Low	Closed	TTR Missed:	No	0.00

Corrections

INC000000543277	Karl Kennington	PC/Laptop	Hardware	None	TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Closed	TTR Missed: No	0.00

INC000000543293	Sheri Nelson	None	None	None	TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00

| INC000000543294 | Debi Ogden | Application | Error | Novell GroupWise | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543296 | Richard Campbell | PC/Laptop | Hardware | None | TIR Missed: No | 0.00 |
| | Rural North Desktop Support | Kim Ratushniak | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543399 | Lorrie Cox | Network | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543424 | Cindy Coates | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543434 | Lance Christensen | Application | Error | Internet Explorer | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543448 | Mike LaPray | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543468 | Renee S Springman | PC/Laptop | None | None | TIR Missed: No | 0.14 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.14 |

| INC000000543511 | Denise Guerrero | Network | None | None | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543553 | Perri Flory | Application | Password | Utah Master Directory | TIR Missed: No | 0.28 |
| | Help Desk | James Stearns | Corrections | Low | Closed | TTR Missed: No | 0.28 |

| INC000000543558 | Craig Greenberg | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543625 | Lynda Roberts | None | None | Sex Offender Notification and R | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

| INC000000543630 | Kevin Francom | None | None | Offender Tracking | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Reed Stohel | Corrections | Low | Closed | TTR Missed: No | |

| INC000000543658 | Janeen Torres | Application | None | Gmail | TIR Missed: No | 0.89 |
| | Application Services | Martin Gonzalez | Corrections | Low | Closed | TTR Missed: No | 1.04 |

| INC000000543677 | Brenda Oliekan | None | None | None | TIR Missed: No | 0.73 |
| | Rural North Desktop Support | Ruston McKay | Corrections | Low | Closed | TTR Missed: No | 0.91 |

| INC000000543723 | Stephen Priest | Network | Password | Novell Client for 32-bit Windows | TIR Missed: No | 0.00 |
| | Metro C Help Desk | Ross Owen | Corrections | Low | Closed | TTR Missed: No | 0.00 |

Corrections

INC000000543740	Darl Hamberlin	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000543763	Mark Perschon	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000543801	Attica Schmidt	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000543837	Mark Thomsen	None	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000543916	Cody Nowling	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000543964	Alisha Pritchard	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544041	Darrell Meier	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.62
	Metro C Desktop Support	Chad D Fowers	Corrections	Low	Closed	TTR Missed: No	2.02
INC000000544044	Jason Frampton	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544106	Valynn Espinoza	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544109	Barton Cutler	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Rural North Desktop Support	Wayne Higgs	Corrections	Low	Closed	TTR Missed: No	0.95
INC000000544147	Brandi Herrera	None	None	Internet Explorer		TIR Missed: No	0.08
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	1.06
INC000000544158	Philip Miner	Application	Password	Microsoft Excel		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544172	Debra Nelson	None	None	None		TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544184	Randall Redd	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544233	Gene Heaps	None	None	Internet Explorer		TIR Missed: No	0.00
	Capitol Hosting	Mike Tyrrell	Corrections	Low	Closed	TTR Missed: No	5.78
INC000000544236	Matthew Wohlforth	Network	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544238	Darren Coles	None	None	None		TIR Missed: Yes	2.53
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	2.53

Corrections

Incident	Name	Category1	Category2	Item		Priority	Status	TIR/TTR Missed		Value
INC000000544260	James Pivonka	None	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544261	Heather West	Application	None	Novell GroupWise				TIR Missed: Yes		1.05
	Metro C Help Desk	Ross Owen	Corrections			Low	Closed	TTR Missed: No		1.05
INC000000544278	Cami Ford	None	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544309	Whitney Nielson	Telecom	Voice Mail	Telephone				TIR Missed: No		0.21
	Voice Operations	Romanza Hamblin Sorensen	Corrections			Low	Closed	TTR Missed: No		0.35
INC000000544332	Todd Kirk	None	None	Sex Offender Notification and R				TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544369	Heather West	Application	Error	None				TIR Missed: No		0.06
	Application Services	Tony Larsen	Corrections			Low	Resolved	TTR Missed: No		0.21
INC000000544396	Harvey VanKatwyk	None	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544400	Gordon Noyes	None	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544401	David Curtis	None	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544513	John Crawley	Network	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544515	Noelle Eldredge	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544519	Neil Phillips	Network	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544536	Paul Lefranc	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544542	Cal Welch	None	None	Novell GroupWise				TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544593	Gloria Worthington	Network	None	None				TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544596	Stephanie Callahan	Network	Password	Novell Client for 32-bit Windows				TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections			Low	Closed	TTR Missed: No		0.00
INC000000544628	Christina Curtis	Application	Error	None				TIR Missed: No		0.78
	Rural South Desktop Support	Cole Gifford	Corrections			Low	Closed	TTR Missed: Yes		8.36

Corrections

INC000000544631	Jane Davis	PC/Laptop	None	None		TIR Missed: No	0.31
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.31
INC000000544653	Sharon Pinkerton	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544670	Ruth Williams	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544721	Jeff Bland	Application	Error	None		TIR Missed: No	0.17
	Rural North Desktop Support	Wayne Higgs	Corrections	Low	Closed	TTR Missed: No	0.24
INC000000544780	Holly Mageras	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544814	Michael George	Application	Error	Microsoft Word		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544865	Lazaro Gonzalez	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544906	Michelle Glover	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544908	Mike Haddon	Network	None	None		TIR Missed: No	0.03
	Metro C Desktop Support	Ken Knobel	Corrections	High	Closed	TTR Missed: No	0.03
INC000000544917	Carolyn Montilla	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544940	Valerie Willden	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544954	Kendall Miner	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544960	Michelle Glover	Application	Error	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Vicky Marrelli	Corrections	Low	Closed	TTR Missed: No	1.70
INC000000544971	Britni Perry	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000544982	Mike Haddon	None	None	Novell GroupWise		TIR Missed: No	0.00
	Application Services	Danielle Hood	Corrections	Medium	Closed	TTR Missed: No	2.51
INC000000545000	Mike Haddon	Network	None	None		TIR Missed: No	0.13
	Network Operations	Brant Davis	Corrections	High	Closed	TTR Missed: No	0.37
INC000000545022	Ashlea Anderson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	Item			TIR Missed		Amount
INC000000545054	Sonjia Cardwell	None	None	Offender Tracking			No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545058	Renee S Springman	Application	Error	Medical Tracking			No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545072	Jerry Aaron	Network	Password	Novell Client for 32-bit Windows			No		0.00
	Metro C Help Desk	Chris Olson	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545141	Lori Wagner	Application	Error	ZENworks for Desktops			No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545170	Bruce Griggs	Network	Password	Novell Client for 32-bit Windows			No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545174	Tyler Tracy	Network	Password	Novell Client for 32-bit Windows			No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545204	Wenda Stoker	None	None	None			No		0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545209	Jeremy Thomas	Network	Password	Novell Client for 32-bit Windows			No		0.00
	Metro D Help Desk	Doug Brown	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545210	James Weaver	Network	Incident	None			No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545211	Wade Allinson	Network	Incident	None			No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545214	Dia Mower	None	None	None			No		0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545218	Reid Bean	Print/Copy/Scan/Fax	None	None			No		0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545220	Jon Maxwell	Application	None	None			No		0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545253	Jeremy Howey	Network	None	None			No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545260	Bisera Habibija	Network	None	None			No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545262	Sandra Errigo	Network	None	None			No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low		Closed	TTR Missed: No		0.00
INC000000545263	Margarita Killpack	Network	None	None			No		0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low		Closed	TTR Missed: No		0.00

Corrections							

INC000000545264	Jane Chamberlain	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545265	Jason K Nicholes	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545267	Ricardo Pedroza III	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545271	Kyle B Larson	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545277	Don Carpenter	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545314	Ronald Greene	PC/Laptop	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545320	Sherry Sorensen	None	None	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545332	Tim Scott	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545336	Wesley D Arnoldson	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545338	Darla King	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545346	LeeAnn Jentzsch	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545362	John L Baxter	PC/Laptop	Error	ZENworks for Desktops		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545393	Neil Halladay	Network	Incident	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545396	Bridgette Bowman	None	None	None		TIR Missed: No	0.26
	Metro C Desktop Support	Jeff Curtis	Corrections	Low	Closed	TTR Missed: No	1.38
INC000000545405	Mike Haddon	None	None	None		TIR Missed: No	0.32
	Voice/Data/WAN Services	Art Scott	Corrections	High	Closed	TTR Missed: No	0.32
INC000000545414	Jerri H Ivie	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545467	Travis Clark	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000545476	Gena Caldwell	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545491	Jennifer Shipman	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545562	Sheri Nelson	Application	Error	Microsoft Windows 7	TIR Missed:	Yes	2.73
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed:	No	2.73
INC000000545604	Sharon Pinkerton	Application	Error	Offender Tracking	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545607	Gary Peterson	None	None	Utah Master Directory	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545657	Brock Treseder	None	None	None	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545691	Kimberly Dudley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545702	Tyson Pepper	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545703	Gena Caldwell	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545705	Darren Coles	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	4.60
INC000000545721	Raylene Payne	Network	Error	None	TIR Missed:	No	0.47
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	0.47
INC000000545725	Charles Mason	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed:	No	2.24
INC000000545774	Steven Pyper	None	None	None	TIR Missed:	No	0.31
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed:	No	0.31
INC000000545786	Jeff Macleod	Network	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545789	Heather Brady	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed:	No	0.00
INC000000545813	Anastacia Kluge	Network	Incident	None	TIR Missed:	Yes	1.37
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed:	No	1.37
INC000000545819	Charlene Burningham	None	None	None	TIR Missed:	No	0.12
	Metro C Help Desk	Ross Owen	Corrections	Medium	Closed	TTR Missed:	No	0.67

Corrections

INC000000545857	Brent Cude	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545937	Joe Coombs	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545939	Anthony Hobbs	Application	None	Postini	TIR Missed:	No	0.15
	Application Services	Martin Gonzalez	Corrections	Low	Closed	TTR Missed: No	0.16
INC000000545965	Lynn Ivie	PC/Laptop	Hardware	Microsoft Windows 7	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000545970	Joslyn Pilling	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546015	John Rhodes	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546038	Eric Barker	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546048	Ashlea Anderson	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546061	Pauline Sturdy	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546066	Kim Seegmiller	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546083	Alicia A Wright	None	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546087	Felicia Lagarce	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546093	Tim Scott	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546115	Sue Kelvington	None	None	Adobe Reader	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546168	Raylene Payne	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546169	Kathleen Burnham	None	None	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546195	Kyle Johanson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000546219	Julia Hubbard	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546221	Janeen Torres	None	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546227	Janeen Torres	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546255	Andrew Bowers	Network	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546327	Laurie Carter	None	None	None			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546328	Josh Cahoon	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546329	Kate Johnson	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546331	Victor Mangone	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546333	Jon Maxwell	None	None	Sex Offender Notification and R			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546360	Chris J Mickelson	None	None	Novell GroupWise			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546375	Jeff Shardlow	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546377	Jason K Nicholes	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546378	Robert Nolen	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed		TTR Missed: No	
INC000000546387	Barbara Romero	Network	Password	Novell Client for 32-bit Windows			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546389	Jon Maxwell	Application	Reporting	Sex Offender Notification and R			TIR Missed: No	0.16
	Rural South Desktop Support	Lance Nay	Corrections	Low	Resolved		TTR Missed: No	0.16
INC000000546392	Jordan Horst	None	None	None			TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed		TTR Missed: No	0.00
INC000000546426	Donovan Starks	None	None	Offender Tracking			TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed		TTR Missed: No	0.00

Corrections

INC000000546437	Christopher M Carlton	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546441	Debbie Parenzin	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.62
	Metro C Desktop Support	Tammy Black	Corrections	Low Closed	TTR Missed: No	1.76
INC000000546476	Donovan Starks	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	
INC000000546478	Brian Workman	Print/Copy/Scan/Fax	Error Code	Microsoft Windows XP Professic	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546482	Jeff Shardlow	None	None	ZENworks for Desktops	TIR Missed: No	0.10
	Rural North Desktop Support	Ryan Casey	Corrections	Low Closed	TTR Missed: No	0.11
INC000000546488	Rusty Phelps	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546504	Jeff Checkland	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546565	Rusty Phelps	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546607	Matt Shebilske	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546715	Sean McKane	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546716	Michael A Allred	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546717	Travis Adams	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546730	Cody Jonsson	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: Yes	9.00
INC000000546735	Terry Jeffries	Network	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low Closed	TTR Missed: No	0.65
INC000000546762	Kyle B Larson	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546779	Cami Ford	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00
INC000000546792	David Jay Rose	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low Closed	TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	CI	TIR/TTR Missed		Time
INC000000546808	Josie Godinez	Application	Password	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546832	Lewis Wright	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546835	Kyle Johanson	Application	Error	Inmate Phones	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546851	Jerry Cook	None	None	Inmate Phones	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546885	Stan Christensen	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546927	Christopher Kishiyama	PC/Laptop	Performance	None	TIR Missed:	No	0.13
	Metro C Desktop Support	Tammy Black	Corrections	Low	Closed	TTR Missed: No	0.50
INC000000546950	Lynda Hamilton	Application	Reporting	Microsoft Access 2007	TIR Missed:	No	0.25
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Closed	TTR Missed: No	0.76
INC000000546955	Robert B Powell	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000546981	Amanda V Robinson	Telecom	CrossTalk/Noise/Static	Telephone	TIR Missed:	No	0.62
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Closed	TTR Missed: No	0.62
INC000000546999	Nathan Eldridge	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.92
INC000000547002	Irvin Hale	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	5.99
INC000000547023	Todd Hilliker	Network	None	Novell Client for 32-bit Windows	TIR Missed:	No	0.01
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Closed	TTR Missed: No	5.75
INC000000547073	Patricia Goss	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.06
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Closed	TTR Missed: No	0.08
INC000000547074	Janeen Torres	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547085	Jessie Harris	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547094	Jared Golding	None	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547196	Mike LaPray	Application	Error	Adobe Acrobat	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000547222	Debbie Parenzin	Application	Error	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547259	Lisa Stewart	None	None	Utah Criminal Justice Informatio	TIR Missed:	No	0.24
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.71
INC000000547271	Thomas Stone	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547280	Emily Hirst	Print/Copy/Scan/Fax	Incident	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547317	Jacob Wolsey	Application	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547437	Sam Cook	None	None	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Julie Christensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547445	Grant Gustaveson	Network	Error	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547532	David Hanna	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547560	Michael Mayer Jr	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	2.05
INC000000547583	Nicholas Peay	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547608	Charlene Lopez	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547671	Mark Schaefer	Application	Error	Medical Tracking	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547707	Jeff Koehler	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547719	Michael Southworth	Application	None	Novell GroupWise	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547722	David Worthington	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.11
	Metro C Desktop Support	Ed Radke	Corrections	Low	Closed	TTR Missed: No	5.12
INC000000547735	Jeff Macleod	PC/Laptop	Performance	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000547765	Tiffany Twitchell-Smith	PC/Laptop	None	None	TIR Missed:	No	0.21
	Rural North Desktop Support	Ryan Casey	Corrections	Low	Resolved	TTR Missed: No	0.21

Corrections

Incident	Name	Category	Type	Item	TIR Missed	Status		Value
INC000000547780	Charlene Lopez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000547784	Robert (Val) Henrie	None	None	None	TIR Missed: No			0.00
	Rural South Desktop Support	Cheri Oldham	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000547820	Jason Johnson	Network	None	None	TIR Missed: No			0.43
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.43
INC000000547869	Christie Jensen	Network	None	None	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000547872	Kathryn Burner	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000547921	Vida Betts	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548146	Melissa Moore	PC/Laptop	None	None	TIR Missed: No			0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Closed	TTR Missed: No		3.40
INC000000548160	Patricia Goss	Network	None	None	TIR Missed: No			0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548175	Jeremy Huhtala	None	None	Offender Tracking	TIR Missed: No			0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548237	Terry K Price	None	None	Novell GroupWise	TIR Missed: No			0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548241	Robert Maughan	Application	Error	Internet Explorer	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548255	Matthew Peterson	Application	Error	ZENworks for Desktops	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548259	Ken Tubbs	Application	Error	ZENworks for Desktops	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548261	Sarah Adams	PC/Laptop	None	None	TIR Missed: Yes			1.37
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: Yes		13.23
INC000000548292	Dave Calder	Application	Reporting	None	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548311	Mark Hugentobler	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00
INC000000548322	Marc Puckett	Application	Error	Offender Tracking	TIR Missed: No			0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No		0.00

Corrections

Incident	Name	Type	Category	Item	TIR Missed		Time
INC000000548327	Robert Maughan	None	None	Sex Offender Notification and R	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548343	Jason K Nicholes	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548442	Juliann Taylor	PC/Laptop	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	5.47
INC000000548495	Kirk Moncrief	Application	None	Symantec AntiVirus	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	4.59
INC000000548507	Steven Fitzgerald	None	None	Utah Department of Corrections	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548548	Donald Bittner	PC/Laptop	Virus	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	
INC000000548659	Mannie Gonzalez Jr	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548714	Debra Nelson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Rural North Desktop Support	Ruston McKay	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548725	Steven Lund	Network	Error	None	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548750	Eric Price	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	0.25
INC000000548871	Charlene Lopez	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548872	Linda Mickelsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548883	Amber Jarvis	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548905	Logan Clark	Application	Error	Internet Explorer	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548949	Michael Carver	None	None	Novell GroupWise	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548969	Lance Christensen	PC/Laptop	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000548979	Lynda Hamilton	Telecom	None	Telephone	TIR Missed:	No	0.64
	Voice Operations	Gail Christiansen	Corrections	Low	Resolved	TTR Missed: No	1.60

Corrections

INC000000549011	Cathy Hinckley	None	None	None	TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Closed	TTR Missed: No	2.18
INC000000549018	Valerie Hayes	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549023	Jared Freeman	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549039	Mark L McDonald	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549054	Joe Hughes	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549106	Judy Boyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549120	Denise Fowkes	None	None	Sex Offender Notification and R	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549140	Harvey VanKatwyk	None	None	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549166	Wade Bullock	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549194	Preston Kay	Application	Error	Internet Explorer	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549201	Robert Maughan	None	None	Sex Offender Notification and R	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549284	Eric Barker	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549305	Anastacia Kluge	Network	None	None	TIR Missed: No	0.70
	Network Operations	Tim King	Corrections	High	Closed	TTR Missed: No	1.24
INC000000549324	Dori Grange	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	
INC000000549347	Mary Ann Clayson	Mobile Devices	Error	iPhone	TIR Missed: No	0.04
	Help Desk	Sarah Johnson	Corrections	Low	Resolved	TTR Missed: No	0.05
INC000000549383	Andrea Wilmot	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	
INC000000549413	Mathew Olsen	Application	None	Sex Offender Notification and R	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00

Corrections

INC000000549433	Jeff Carpenter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Closed	TTR Missed: No	0.00
INC000000549438	Mela Biljanic	None	None	None	TIR Missed: No	0.02
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.02
INC000000549557	Melissa Moore	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549575	Janet Welch	Print/Copy/Scan/Fax	None	None	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549632	Rachel Dyer	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549669	Charlene Lopez	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549679	Sarah Adams	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549683	Jerry Cook	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549720	Petty Schwemmer	None	None	ZENworks for Desktops	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549758	Charlene Lopez	Network	None	None	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549788	Darrell Meier	None	None	None	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549795	Cody Nordell	None	None	Offender Tracking	TIR Missed: No	0.00
Metro C Help Desk		Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549806	Preston Kay	None	None	None	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549817	Charity A Anderson	None	None	None	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549834	Robert Jensen	None	None	None	TIR Missed: No	0.00
Metro C Help Desk		Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000549863	David Bennett	Application	Error	Novell GroupWise	TIR Missed: No	0.73
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.78
INC000000549904	Chad Larsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
Metro C Help Desk		Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000549935	Melvin Coulter	Application	Password	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550095	LeeAnn Jentzsch	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550105	Joel White	Telecom	None	Telephone		TIR Missed: No	0.46
	Voice Operations	Kelly Johnson	Corrections	Low	Resolved	TTR Missed: No	0.46
INC000000550134	Sarah Adams	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550242	R. Scott Hall	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550244	Jane Chamberlain	PC/Laptop	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550282	Sandra Errigo	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550301	Leatrice Foster	Network	None	None		TIR Missed: No	0.11
	Rural North Desktop Support	Ryan Casey	Corrections	Low	Resolved	TTR Missed: No	0.11
INC000000550392	Karman Hinckley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550415	Holli Simmonds	Network	Incident	None		TIR Missed: No	0.03
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.03
INC000000550486	Kevin Morris	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550530	Paul Christenson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550542	Linda Jacobsen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550554	Steve Williamson	Print/Copy/Scan/Fax	Error Code	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	3.29
INC000000550558	Pete Walters	None	None	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550688	Mark Jolley	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550692	Jessie Harris	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000550728	Rick Manwill	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	3.06
INC000000550735	Jerry Cook	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550765	Elaine Winter	Application	Error	Novell GroupWise		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550777	Daniel Mcknight	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550897	Austin Roberts	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.38
INC000000550901	Steve K Sadleir	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.49
INC000000550912	Derick Tenney	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.30
INC000000550913	Colleen Guymon	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.31
INC000000550934	Dirk A Wilkinson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro B Help Desk	Val Shepherd	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000550958	Andrew W Beckman	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	
INC000000551008	Rickie Fowler	Application	Password	Utah Master Directory		TIR Missed: No	0.00
	Help Desk	Brenda Treadway	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551011	Aaron Douglas	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551018	Austin J Smith	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551032	Rickie Fowler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551055	Robert Eckman	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551063	Zane Smith	Network	None	None		TIR Missed: No	0.01
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.01
INC000000551081	Douglas Aitken	None	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000551093	William Boweter	Print/Copy/Scan/Fax	Queue	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551095	Joshua M Hansen	PC/Laptop	None	None		TIR Missed: No	0.06
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.06
INC000000551316	Shane Wright	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551324	Christine Strong	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551336	Nathan Griffiths	None	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551341	Harvey VanKatwyk	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551345	Mathew Olsen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551348	Robert Nolen	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551349	Debra Nelson	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551352	Karl Kennington	Application	Error	PGP		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551354	Larry Chatterton	Network	Incident	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551358	Teresa Osborn	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551361	Lisa Stewart	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551392	Casey Nelson	Application	Error	Microsoft Office		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551401	Dorothy Spendlove	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551402	Debi Ogden	Network	Password	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551543	Craig Smith	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000551544	Michael Lawrence	Network	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551559	Jackie Godfrey	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551612	Travis Knorr	None	None	Inmate Phones	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551636	Renee S Springman	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.15
INC000000551642	Jane Chamberlain	Server	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.11
INC000000551662	Roy Bickel Jr	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.14
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.68
INC000000551663	Ian E Adams	None	None	None	TIR Missed:	No	0.63
	Metro C Hosting	Robert England	Corrections	Low	Resolved	TTR Missed: No	0.63
INC000000551695	Kody Floyd	Network	Password	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Paul Petersen	Corrections	Low	Resolved	TTR Missed: No	1.04
INC000000551707	Dereck Sillitoe	Application	Password	Utah Master Directory	TIR Missed:	No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551748	Mike Hansen	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551753	Philip Miner	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.12
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.12
INC000000551922	Brendon McLaughlin	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551923	Brendon McLaughlin	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551986	Tracy Shock	None	None	None	TIR Missed:	No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000551988	Charlene Lopez	None	None	None	TIR Missed:	No	0.12
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.12
INC000000552081	Kiley Willis	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552082	Wenda Stoker	None	None	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000552153	Carolyn Montilla	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552155	Kyle B Larson	None	None	Navision Offender and Recipien	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552166	Kristie Montrois	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552173	Carolyn Price	PC/Laptop	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Ed Radke	Corrections	Low	Resolved	TTR Missed: No	4.03
INC000000552183	Carol Tingey	None	None	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.15
INC000000552191	Cal Welch	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552192	Ron France	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552216	Julie Strickland	Print/Copy/Scan/Fax	Incident	None	TIR Missed: No	0.00
	Metro C Help Desk	Chris Olson	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552217	Annette Hansen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552241	Tamara Arbon	None	None	None	TIR Missed: No	0.07
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.70
INC000000552253	Kim Seegmiller	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552270	Adam Yorgason	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552305	Carolyn Nordell	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552346	Julie Strickland	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552351	Julie Strickland	PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552366	Mindy Baird	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000552400	Katrina Berg	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

Incident	Customer / Group	Assignee	Type	Sub-type	Product	TIR Missed	TTR Missed	Value
INC000000552414	Paul T Gardner		Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552419	Diana Mauritz		Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552439	Aaron Smith		Application	Error	Internet Explorer	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552444	Cami Ford		Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552471	Mindy Baird		Application	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No		0.11
INC000000552529	Larry Nordell		PC/Laptop	Error	ZENworks for Desktops	TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552530	Vicki Denbow		None	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552580	Daniel Mills		Application	None	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552613	Taylor Snarr		Application	Reporting	Cisco AnyConnect VPN Client	TIR Missed: No		0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552642	Ron France		Network	Password	Novell Client for 32-bit Windows	TIR Missed: No		0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552658	Denise Fowkes		PC/Laptop	Error	PGP	TIR Missed: No		0.00
	Rural South Desktop Support	Lance Nay	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552726	Mike LaPray		Print/Copy/Scan/Fax	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552810	Rodney Merchant		Print/Copy/Scan/Fax	Incident	Microsoft Windows 7	TIR Missed: No		0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552818	Debra Nelson		Application	Error	None	TIR Missed: No		0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552878	Bradley Robinson		Application	Password	Utah Master Directory	TIR Missed: No		0.00
	Help Desk	James Stearns	Corrections	Low	Resolved	TTR Missed: No		0.00
INC000000552898	Tolly Ivie		PC/Laptop	None	None	TIR Missed: No		0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No		3.67
INC000000552905	Lance Christensen		PC/Laptop	None	None	TIR Missed: No		0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No		0.00

Corrections

INC000000552914	Lorrie Cox	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved		TTR Missed: No	0.14
INC000000552920	Jason Kim	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000552927	Eric Menlove	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved		TTR Missed: No	0.82
INC000000552961	Richard Morris	None	None	Business Intelligence Tool		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000552964	John Rhodes	Application	Error	Offender Tracking		TIR Missed: No	0.16
Metro C Hosting	Dana McDonald	Corrections	Low	Resolved		TTR Missed: No	0.16
INC000000553000	Braden Shawn Holgreen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553014	Tim Hibler	Mobile Devices	None	None		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553023	Braden Shawn Holgreen	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553055	Chantal Doty	Application	Error	ZENworks for Desktops		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553107	Jason Payne	None	None	Microsoft Windows 7		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553113	Bryan Taylor	Network	None	None		TIR Missed: No	0.00
Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved		TTR Missed: No	2.13
INC000000553192	Heather Thurston	None	None	Adobe Reader		TIR Missed: No	0.00
Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553212	Elissa Duckworth	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Ross Owen	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553226	Blake Wright	None	None	None		TIR Missed: No	0.00
Operations Production Control	Christie Burnham	Corrections	Low	Resolved		TTR Missed: No	0.00
INC000000553228	Harvey VanKatwyk	Network	Incident	None		TIR Missed: No	0.06
Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved		TTR Missed: No	0.06
INC000000553267	Amanda V Robinson	Network	Incident	None		TIR Missed: No	0.03
Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved		TTR Missed: No	0.03
INC000000553351	Kristalee Wood	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved		TTR Missed: No	0.00

Corrections

Incident	Name	Category	Type	Product		TIR Missed	
INC000000553412	Peggy Monson	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553519	Christopher Kishiyama	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553526	Scott Stephens	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553622	Todd Carter	Application	None	PGP		TIR Missed: No	0.00
	Help Desk	Julie VanBeekum	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553643	Jon Maxwell	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553690	Carla Alldredge	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553815	Lance Christensen	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.48
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.48
INC000000553825	Sam Cook	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553837	Roger Peterson	PC/Laptop	Error	Microsoft Windows 7		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553873	Lee Liston	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553888	Scott Wendler	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553930	Debra Nelson	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553934	Daniel Niebuhr	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553935	Mitch Carver	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553936	Caroline McGee	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000553938	Steve Yeates	Application	Error	None		TIR Missed: No	0.00
	Rural North Desktop Support	Kim Ratushniak	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554103	Mike Haddon	None	None	None		TIR Missed: No	0.54
	Application Services	Dustin Crump	Corrections	Low	Resolved	TTR Missed: No	0.77

Corrections

INC000000554126	Donna Kendall	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554131	Craig Madson	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554140	Steve Yeates	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554144	Jerry Jensen	PC/Laptop	Hardware	None	TIR Missed:	No	0.00
	Metro C Desktop Support	Ken Knobel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554153	Jenn Fitzgerald	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554161	Keith Ulland	PC/Laptop	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554174	Tyrell Shepherd	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554200	Daniel H Buebe	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554213	Brandon Woffinden	Application	Error	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554234	Thomas Mizaras	None	None	ZENworks for Desktops	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554238	Judith Henley	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554257	Julie Matson	Print/Copy/Scan/Fax	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554275	Cami Ford	Network	Incident	None	TIR Missed:	No	0.17
	Metro C Hosting	Jonathan Foster	Corrections	Low	Resolved	TTR Missed:	No	0.17
INC000000554278	Taylor Snarr	Mainframe	Password	BlueZone	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554345	Adam Yorgason	Network	Password	Novell Client for 32-bit Windows	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554348	Michelle Hilton	None	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000554350	Lance Christensen	Network	None	None	TIR Missed:	No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed:	No	0.00

Corrections

INC000000554357	Lynette Ingledew	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554365	Donovan Starks	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554383	Lonnie Cox	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554391	Barb Floyd	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554404	Anthony Brown	None	None	None	TIR Missed: No	0.00
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554406	Marci Woodward	None	None	None	TIR Missed: No	0.06
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.16
INC000000554418	Lisa Neilson	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554419	Alwynn Bleazard	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554428	Colleen Jones	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554454	Shannon Cox	PC/Laptop	None	None	TIR Missed: No	0.17
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.83
INC000000554467	Wenda Stoker	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554475	David Rentmeister	Network	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554479	William Madsen	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554494	Shauna Butterfield	None	None	None	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554495	Terry Mackey	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554505	Tammie Woolsey	PC/Laptop	Error	None	TIR Missed: No	0.23
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	1.36
INC000000554511	Randi Juergens	Telecom	None	None	TIR Missed: No	0.64
	Voice Operations	Romanza Hamblin Sorensen	Corrections	Low	Resolved	TTR Missed: No	2.19

Corrections

INC000000554518	William Madsen	PC/Laptop	None	None		TIR Missed: No	0.01
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	0.89
INC000000554574	Tom House	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
	Voice Operations	Kelly Johnson	Corrections	Low	Resolved	TTR Missed: No	0.30
INC000000554576	Neil Halladay	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554577	Neil Halladay	Application	Error	ZENworks for Desktops	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554580	Rod Villamil	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554605	Wendi Anthony	None	None	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554611	Joshua Harris	Application	Error	Offender Tracking		TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554619	Dan Avis	Application	Error	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554705	Julie Matson	PC/Laptop	None	None		TIR Missed: No	0.16
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	2.24
INC000000554709	Barbara Romney	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Ross Owen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554710	Kevin Rutter	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554713	Dave Calder	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554723	Julie Steed	Network	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	0.07
INC000000554819	Angela Hendrix	None	None	None		TIR Missed: No	0.00
	Rural Central Desktop Support	Ron LeBaron	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554895	Bradley Robinson	Network	Password	Novell Client for 32-bit Windows	TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554898	Dorthy Carsey	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.00
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554906	Kenneth Nelson	Mainframe	Password	BlueZone		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00

Corrections

INC000000554910	Keven Harr	Server	Error	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554921	Kerry Galetka	None	None	ZENworks for Desktops		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554952	Carolyn Price	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554966	Kerry Galetka	Network	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000554967	Eric Menlove	Network	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Troy Buchanan	Corrections	Low	Resolved	TTR Missed: No	1.06
INC000000554972	Neil Halladay	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555002	Lisa Evans	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555030	Annette Hansen	None	None	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555053	Ken W Broome	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555070	Joe Hughes	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555093	Al Whitehorse	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555106	Clyde Kramme	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555116	Amber Jarvis	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555122	Dennis A Sorensen	PC/Laptop	Password	Novell ConsoleOne		TIR Missed: Yes	3.20
	Rural South Desktop Support	Cole Gifford	Corrections	Low	Resolved	TTR Missed: No	3.20
INC000000555188	Charlene Burningham	Application	Error	Internet Explorer		TIR Missed: No	0.00
	Metro C Help Desk	Reed Stohel	Corrections	Low	Resolved	TTR Missed: No	0.00
INC000000555224	Charlene Burningham	Print/Copy/Scan/Fax	None	None		TIR Missed: Yes	1.10
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed: No	2.25
INC000000555228	Debi Smith	Print/Copy/Scan/Fax	None	None		TIR Missed: No	0.02
	Metro C Desktop Support	Tammy Black	Corrections	Low	Resolved	TTR Missed: No	3.71

Corrections

INC000000555235	James Weaver	Print/Copy/Scan/Fax	None	None		TIR Missed:	No	0.41
	Rural South Desktop Support	Lane Adams	Corrections	Low	Resolved	TTR Missed:	No	4.20
INC000000555268	Raymond Merrill	Network	Password	Novell Client for 32-bit Windows		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000555291	Julie Matson	None	None	None		TIR Missed:	No	0.00
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed:	No	0.18
INC000000555294	Tara Clanton	PC/Laptop	None	None		TIR Missed:	No	0.38
	Metro C Desktop Support	Benjamin Moore	Corrections	Low	Resolved	TTR Missed:	No	0.38
INC000000555355	Kim Seegmiller	Application	None	None		TIR Missed:	No	0.15
	Rural South Desktop Support	Doug Chaston	Corrections	Low	Resolved	TTR Missed:	No	0.16
INC000000555415	Richard Fischer	None	None	None		TIR Missed:	No	0.00
	Metro C Help Desk	Cliff Jensen	Corrections	Low	Resolved	TTR Missed:	No	0.00
INC000000555428	Kristi L Brown	Application	Error	Medical Tracking		TIR Missed:	Yes	1.12
	Metro C Hosting	Robert England	Corrections	Low	Resolved	TTR Missed:	No	1.12